



First Round of PeopleSoft Training Nearly Complete

The initial round of PeopleSoft training for Lucas County's HR, Payroll, and Benefits professionals is almost complete. Training began on Monday, November 4, 2002 and continued steadily through November and early December. Over that time, over 280 training seats were filled.

There are four different training sessions that the PeopleSoft Project Team offered—Human Resources, Benefits Administration, Benefits Inquiries & Leaves, and Time & Labor. All of the training participants attended the classes that applied to their specific roles in their departments.



The Project Team has identified a small number of HR, Payroll, and Benefits people from around the County that still need to attend training. The Team will schedule them for training soon.

During each of the classes, participants were asked to complete evaluation forms. Feedback from the training sessions has been very positive. Over 76% of respondents agreed that they had an excellent training experience.

Over the next few months, more training will be scheduled. The audience for this training will include Lucas County department heads, managers, and supervisors.

A note to Commissioners Sandy Isenberg and Bill Copeland:

Thank you very much for your leadership and support of the PeopleSoft project that will soon benefit the 4,000+ working men and women of Lucas County.

As you prepare to leave elected office, please know that we appreciate the care and concern you show every day for the employees and citizens of Lucas County.

We wish you the best of luck in the future, and know you are leaving a lasting legacy of quality public service through the PeopleSoft project.

—The PeopleSoft Project Team

Project information: <http://co.lucas.oh.us/lcis/erp>

LCIS Expanding Help Desk

Lucas County Information Services (LCIS) is proud to announce that it will soon expand its Help Desk capability. Beginning January 1, 2003, the Help Desk will be prepared to assist you with any computing question, problem, or request—related to hardware or software (including PeopleSoft).

**Help Desk
(419) 213-4037**

—Continued on Page 2

Team Member Focus

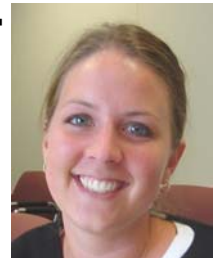
In this section, we shine the spotlight on one member of Lucas County's PeopleSoft Project Team:

Katie Knepper

**Personnel Officer II /
Training Specialist**

Board of Commissioners

**1 ½ years at Lucas
County**



What does the PeopleSoft project mean to you?: "The project is not only a fantastic opportunity to streamline Lucas County's approach to business, but for me it has been and will continue to be an excellent learning experience."

How will the PeopleSoft system impact your department's work?: "Given my position as both a Personnel Officer and Training Specialist, PeopleSoft will act as a catalyst in bringing these two job functions together. PeopleSoft will also allow us to integrate employees' knowledge, skills, and abilities for their career development."

What are three things that are always in your refrigerator?:
"Pickles, Diet Coke, and more pickles."



LCIS Expanding Help Desk

(continued from Page 1)...

The Help Desk will be available to all County employees and will offer a variety of benefits and improvements to service. The main goal of the Help Desk is to provide all County employees "one-stop shopping" for their computing questions, problems, and requests.

Here's how the Help Desk will work—

County employees will normally have to make only one call to the Help Desk phone number. The Help Desk representative will gather the details about the question or problem. In many cases, the Help Desk representative will handle the call immediately, answering the question or solving the problem over the phone. In other cases, the Help Desk representative will forward the question or problem to a specialist in the problem area.



Another goal of the Help Desk is to develop and maintain strong communication to each customer (County employee). For cases in which the Help Desk cannot resolve the problem right away, the Help Desk representative will be responsible for maintaining frequent communication with the customer and any other specialists working on the problem.

...the goal of the Help Desk is "one-stop shopping" for computing problems...

The new Help Desk will yield many benefits, including:

- Improved customer service
- Improved customer satisfaction
- More timely resolution of problems
- More knowledgeable County employees
- Improved tracking of trouble calls
- Greater ability to identify training needs

GET OUT OF LINE!

Sign up for
Direct Deposit
today



Word Search

E C N A D N E T T A O S A A E
S S O L E L L A R A P S D C T
S T I F E N E B E S R E V T A
L Y T R O B A L P U P N I I D
A N A H P P D B O A W I C O Y
N O R E F R C H R I O S E N C
O I G F X O E T T M L U R G A
I T E F D C M T I P F B E M G
T I T E H E L P N L K B A A E
C S N C N S L R G E R Q S R L
N O I T A S N E P M O C O G R
U P B I C H A N G E W M N O U
F R K V E A R N I N G S P R L
Y C N E G A E V I T I S O P E
G N I T S E T N E R R U C L S

Find the following words in the grid above. They may read across, up and down, diagonally, or backward.

ACTION	DEPARTMENT	PARALLEL
ADVICE	EARNINGS	POSITION
AGENCY	EFFECTIVE	POSITIVE
ATTENDANCE	ENTERPRISE	PROCESS
BENEFITS	FUNCTIONAL	PROGRAM
BUSINESS	HELP	REASON
CHANGE	HOURS	REPORTING
CODE	IMPLEMENT	RULES
COMPENSATION	INTEGRATION	TESTING
CURRENT	LABOR	WORKFLOW
DATE	LEGACY	

After you read this newsletter and complete the puzzle, print your name and phone number below and return it by January 6, 2003, via interoffice mail to:

CM Team, 8th Floor Project Room
One Government Center

We'll enter all of the correct solutions to the puzzle in a drawing. The prize is to be determined. The winner of last month's contest was **Jim Shaw** from the Sanitary Engineer's Office. He received two movie passes and a Lucas Erpit coffee mug.

Name: _____

Work Phone: _____